

I am most certainly in favor of deaf people having the same access to telephone use as hearing people. All services should be interoperable. I was so delighted when my deaf daughter acquired the Sorenson Video. It is even better than talking to her in person. However, I have had some unreasonable delays in getting thru to her in the recent past weeks.

One instance: I got a call from her hospital asking if I could contact her for them, as they could not get thru to her on the phone number she gave them. I called her, explained they wanted her there early for an appt, but she said she had received a call telling her to come immediatly. I thought she had misunderstood, so I asked her to wait so I could call the hospital back. I asked her to wait 10 minutes. I got right thru to her nurse, but could not get thru to call her back until she had given up and already left.